

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Terrence W. Macy PhD
Commissioner

DDS Council Monthly Report July 2012

Meetings held and/or attended

- July 9th -N Region
- July 9th -UConn Health Center
- July 10nd -GCYD meeting
- July 12rd -Central Office Quality Improvement Director
- July 12th -Central Office Quality Improvement Supervisor
- July 13th -Waterbury meeting
- July 17th -UConn health Center
- July 17th -N Region
- July 18th -Central Office Legal
- July 19th -West Region Assistant Regional Director
- July 22nd -N Region ARD
- July 22nd -CO Psychiatrist
- July 23rd -South Region, Individual Family Supports
- July 24th -UConn Health Center
- July 24th -Central Office Legal
- July 25th -N Region
- July 25th -North Region, Case Manager Supervisor
- July 14th -South Region, Regional Director
- July 18th -Quality Improvement Director
- July 18TH -Quality Improvement, Inspector
- July 21st -West Region, Individual Family Supports
- July 25th -Central Office, Legal
- July 26th -N Region, Individual Family Supports
- July 26TH -Quality Improvement, Director
- July 30th -W Region, Individual and Family Supports
- July 31th -Quality Improvement, Supervisor

Concerns \ Issues

Update:

- Stakeholder who was residing at UConn Health Center and speaking with me the past two weeks on phone inquiring about placement -specific paperwork needed to be completed by mom.

Stakeholder called office each day for the past two weeks to find out when she was going to move out of UConn and into her new residence. After speaking with region it was quite clear that mom was holding up move. Called region and asked if the case manager could visit mom and pick up the required paperwork.

When stakeholder called office I asked her when she would be talking with mom or better yet if mom would be visiting. I suggested that she ask her mother if she had received any paperwork

from DDS and that if she had it was imperative that she fill it out and send it back to DDS immediately.

Stakeholder called the next day ecstatic that she would be moving out of UConn Health Center and into her own residence the next day. Case manager had visited mom and mom had submitted required paperwork for move.

- Out-of-state mom and co-guardian called office concerned that her daughter was being taken advantage of financially and asked if her previous case manager could be reassigned to her.

Daughter had a case manager at one time but due to the circumstances at the time refused case manager assistance.

I called the region to ask for the back history of the consumer. It seems that consumer is her own Guardian and mom just assumed that because she was her mother she was the Guardian. The previous case manager while not having this consumer on her caseload has been checking in on her on her own time. In fact, a few days before I received the call and e-mail from mom she had gone out to visit her.

The main problem mom was having with DDS was that no one from DDS ever returned her calls regarding specific information regarding her daughter. After speaking with mom, informing her confidentiality rules and telling her of DDS's contact she stated that she "was heartened" to hear the news that DDS had not forgotten her daughter.

Region was looking into whether they could assign previous case manager to stakeholder. Case manager visited consumer who signed a release so that mom could speak to DDS.

- Son in law called office concerned that mother in law was physically unable to care for consumer in home. Spoke with Quality Improvement Department to see if mom was a licensed CCH provider. Called region to let them know of situation.

Region sent case manager out immediately to check on all parties.

Areas of Concern

○ Case Management -	4
○ Case Management Requests -	3
○ Day Program –	4
○ Eligibility -	4
○ Funding/Budget -	6
○ Guardianship –	3
○ Health & Safety –	7
○ HIPAA -	3
○ Information/Referral –	21
○ Placement –	4
○ Birth to 3-	1
○ School District services-	
○ Autism-	3
○ ADA inquiries	() not counted

ISSUES/CONCERN TOTAL –63